



CASE WORKER

Job Code: 1021

EEO Class Code: Professional

Union Status: Unclassified

FLSA Code: Non-Exempt

Salary Grade: o011

NATURE OF WORK

Responsible, supervisory, clerical or technical work of a specialized nature involving coordinating referral services to individuals and families requiring assistance of social service agencies. Work involves the performance of a variety of non-hazardous/non-enforcement field work and office duties. Incumbent exercises independent judgment in evaluating information and initiating program action, preparing complete case records within the general framework of good casework techniques, existing laws, and departmental and program rules and practices. Work is performed under the supervision of the Department Director who reviews work for adherence to standards of the program requirements, through personal conferences and analysis of case records and who provides direction in resolving problems resulting from conflicting philosophies, novel cases, or involving potential danger to client(s) and/or the facility.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES

- Interviews clients with problems such as personal and family adjustments, school attendance finances, employment, food, clothing, housing, and physical needs to determine nature and degree of problem
- Confers with principals and teachers regarding clients
- Visits families of clients to resolve truancy problems and makes referral to applicable agency
- Helps client to modify attitudes and patterns of behavior by referral to social agency as necessary
- Refers clients to community resources and other organizations
- Performs job search activities and provides job referral opportunities
- Coordinates and organizes community outreach workshops for clients
- Attends staff meetings, workshops, conferences, and parents meetings
- Compiles records and prepares reports
- Reviews service plans and performs follow-up to determine quantity and quality of service provided to client and status of client's case
- Accesses and records client and community resource information
- Secures supplementary information such as employment, medical records, or school reports
- Performs related work as required

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of social casework theory and practice
- Knowledge of interviewing and counseling techniques
- Knowledge of community health, welfare, and other resources
- Knowledge of community outreach and grassroots organizing
- Ability to establish and maintain effective professional relationships with clients, staff, personnel in other community agencies, other employees, and the general public
- Ability to express ideas clearly and concisely, both verbally and in writing
- Ability to maintain required records
- Ability to prepare correspondence and comprehensive reports
- Ability to effectively supervise other employees

MINIMUM REQUIREMENTS

- Associate's degree or equivalent in college credits with major course work in Social Work, Business, Criminal Justice, Sociology, or Psychology
- Some experience working in social service, youth program, or related field
- Experience can substitute for education on a year-for-year basis
- Driver's license

PHYSICAL REQUIREMENTS

- Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact
- Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to, word processor, calculator, copier, and fax machine
- No significant standing, walking, moving, climbing, carrying, bending, kneeling, crawling, reaching, handling, sitting, standing, pushing, and pulling

SUPERVISION RECEIVED

- General and specific assignments are received from the supervisor
- Work is performed with considerable latitude for use of independent judgment, and is reviewed through periodic conferences and review of case records and reports

SUPERVISION EXERCISED

- May supervise clerical assistants